

Amendments to the Claims

This listing of claims, if entered, will replace all prior versions and listings of claims in the above-identified application.

Listing of Claims

1. (Currently Amended) A method in a computing system for managing a service request, the method comprising:

extracting service request information in a first form that is associated with a first source computerized service request management system, ~~wherein~~
~~the service request information comprises a report of a loss of a service from~~
~~a customer;~~

creating a service request object with the service request information, wherein
the first source computerized service request management system and a
target computerized service request management system reference the
service request object during a course of a resolution of a service
request;

converting the service request information in the first form into service request information that is in a second intermediate form, ~~wherein~~
~~the second intermediate form comprises~~
~~a list of service request elements with a hierarchy of data components,~~
~~wherein~~
~~the hierarchy of data components comprises~~
~~a service request common ID component; and~~

converting the service request information in the second intermediate form into service request information in a target form that corresponds to [[a]] ~~the~~ target computerized service request management system.

2. (Original) The method of claim 1, further comprising:

using the service request information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising:

creating a new service request record in the target computerized service request management system; and
updating an existing service request record in the target computerized service request management system.

3. (Original) The method of claim 1, further comprising:
extracting service request information in a third form that is associated with a second source computerized service request management system that is distinct from the first source computerized service request management system;
converting the service request information in the third form into service request information that is in the second intermediate form;
converting the service request information in the second intermediate form into service request information in the target form; and
using the service request information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising:
creating a new service request record in the target computerized service request management system; and updating an existing service request record in the target computerized service request management system.

4. (Cancelled)

5. (Currently Amended) The method of claim 1, wherein the hierarchy of data components includes a plurality of service request components, wherein each of the plurality of service request components includes one or more of:

a service request common ID component;
a service request base data component;
a related parent area component;
a related root area component;
a related contract component;
a list of related contacts component;
a list of related account component;
a list of related owner component;
a status data component;

a related product component for defining internal and external products;
a related installed product component for defining customer assets;
a related business unit component; a list of related activity component; and
a service request custom data component.

6. (Original) The method of claim 5, wherein the service request base data component includes one or more of:

an abstract component for summarizing the service request;
a channel source code component;
a closed date component for defining when the service request is closed;
a commit time component;
a description component;
a service request number component; and
a reported date component.

7. (Original) The method of claim 5, wherein the related parent area component includes a parent area component, wherein the parent area component includes one or more of:

a functional area common ID component;
a base data component that can include a functional area name component;
a list of related sub-areas component that can include any number of related sub-area components; and
a functional area custom data component.

8. (Original) The method of claim 5, wherein the related root area component includes a common ID for functional area.

9. (Original) The method of claim 5, wherein the related contract component includes one or more of:

a contract common ID component;
a contract base data component, wherein contract base data component includes one or more of:
a related contract description component;
an effective-to date component;

a type code component;
a contract number component;
an effective-from date component;
a response code component;
a response time component; and
a related contract custom data component.

10. (Original) The method of claim 5, wherein the list of related contact component includes a plurality of related contact components, wherein each of the plurality of related contact components includes one or more of:

a common ID for a party component;
a communication data for a party component;
a data cleansing data component;
a list of address of a party component;
a list of relationships that a party can have with other entities component;
a list of alternate ID component;
a list of license data component;
a custom party data component;
a person base data component;
a privacy data component; and
a related contact custom data component.

11. (Original) The method of claim 5, wherein the list of related account component includes a plurality of related account components, wherein each of the plurality of related account components includes one or more of:

a common ID for a party component;
a communication data for a party component;
a data cleansing data component;
a list of address of a party component;
a list of relationships that a party can have with other entities component;
a list of alternate ID component;
a list of license data component;
a custom party data component;

a party base data component; and
a related contact custom data component.

12. (Original) The method of claim 5, wherein the list of related owner component includes a plurality of related owner components, wherein each of the plurality of related owner components includes one or more of:

- a common ID for a party component;
- a communication data for a party component;
- a data cleansing data component;
- a list of address of a party component;
- a list of relationships that a party can have with other entities component;
- a list of alternate ID component;
- a list of license data component;
- a custom party data component;
- a person base data component;
- a privacy data component; and
- a related contact custom data component.

13. (Original) The method of claim 5, wherein the status data component includes one or more of:

- a priority code component;
- a severity code component;
- a status code component; and
- a sub-status code component.

14. (Original) The method of claim 5, wherein the related product component includes one or more of:

- a product ID component;
- a product base data component;
- a product sales data component;
- a configuration data component;
- a related product line component;
- a list of price type component;

a list of related inventory location component;
a list of related product component;
a list of related business unit component; and
a product custom data component.

15. (Original) The method of claim 5, wherein the related installed product component includes one or more of:

a common ID of an installed product component;
an installed product base data component;
a related parent installed product component;
a pricing data component;
a related product component a list of related party component;
a list of related order component;
a related inventory location component;
a related business unit component;
a list of attribute component;
a custom data component; and
a list of related installed product component, wherein
the list of related installed product component includes one or more of:
an external product ID component;
an external product base data component;
an external product sales data component;
an external product configuration data component;
an external product related product line component;
an external product list of price type component;
an external product list of related inventory location component;
an external product list of related product component;
an external product list of related business unit component; and
an external product custom data component.

16. (Original) The method of claim 5, wherein the related business unit component includes a related business unit common ID.

17. (Original) The method of claim 5, wherein the list of related activity component includes a plurality of related activity components, wherein each of the plurality of related activity components includes one or more of:

- an access code component;
- a comment on action taken component;
- a duration component;
- an end date component;
- an activity number component;
- a reason code component;
- a start date component;
- a task description of action taken component;
- a type code component; and
- a related owner component.

18. (Currently Amended) A computer-readable medium carrying one or more sequences of instructions for managing a service request, wherein execution of the one or more sequences of instructions by one or more processors causes the one or more processors to perform:

extracting service request information in a first form that is associated with a first source computerized service request management system, ~~wherein the service request information comprises a report of a loss of a service from a customer;~~

creating a service request object with the service request information, wherein the first source computerized service request management system and a target computerized service request management system reference the service request object during a course of a resolution of a service request;

converting the service request information in the first form into service request information that is in a second intermediate form, ~~wherein the second intermediate form comprises a list of service request elements with a hierarchy of data components, wherein the hierarchy of data components comprises a service request common ID component; and~~

converting the service request information in the second intermediate form into service request information in a target form that corresponds to [[a]] the target computerized service request management system.

19. (Original) The computer-readable medium of claim 18, further comprising:
using the service request information in the target form to perform at least one computer-implemented act from a set of computer-implemented acts comprising:
creating a new service request record in the target computerized service request management system; and updating an existing service request record in the target computerized service request management system.
20. (Currently Amended) A system, comprising:
a processor;
an interconnect coupled to the processor; and
a computer-readable storage medium coupled to the processor via the interconnect,
the computer-readable storage medium comprises a data structure comprising
a list of service request elements with a hierarchy of data components,~~and~~
~~the hierarchy of data components comprises~~
~~a service request common ID component, and~~
~~a service request object, wherein~~
~~a source computerized service request management system and~~
~~a target computerized service request management~~
~~system reference the service request object during a~~
~~course of a resolution of a service request, and~~
the list of service request elements store service request information,~~wherein~~
~~the service request information comprises a report of a loss of a~~
~~service from a customer.~~
21. (Currently Amended) The data structure of claim 20, wherein the hierarchy of data components includes a plurality of service request components, wherein each of the plurality of service request components includes one or more of:
a service request common ID component;
a service request base data component;

a related parent area component;
a related root area component; a related contract component;
a list of related contacts component;
a list of related account component;
a list of related owner component;
a status data component;
a related product component for defining internal and external products;
a related installed product component for defining customer assets;
a related business unit component;
a list of related activity component; and
a service request custom data component.

22. (Original) The data structure of claim 21, wherein the service request base data component includes one or more of:

an abstract component for summarizing the service request;
a channel source code component;
a closed date component for defining when the service request is closed;
a commit time component;
a description component;
a service request number component; and
a reported date component.

23. (Original) The data structure of claim 21, wherein the related parent area component includes a parent area component, wherein the parent area component includes one or more of:

a functional area common ID component;
a base data component that can include a functional area name component;
a list of related sub-areas component that can include any number of related sub-area components; and
a functional area custom data component.

24. (Original) The data structure of claim 21, wherein the related root area component includes a common ID for functional area.

25. (Original) The data structure of claim 21, wherein the related contract component includes one or more of:

- a contract common ID component;
- a contract base data component, wherein contract base data component includes one or more of:
 - a related contract description component;
 - an effective-to date component;
 - a type code component;
 - a contract number component;
 - an effective-from date component;
 - a response code component;
 - a response time component; and
 - a related contract custom data component.

26. (Original) The data structure of claim 21, wherein the list of related contact component includes a plurality of related contact components, wherein each of the plurality of related contact components includes one or more of:

- a common ID for a party component;
- a communication data for a party component;
- a data cleansing data component;
- a list of address of a party component;
- a list of relationships that a party can have with other entities component;
- a list of alternate ID component;
- a list of license data component;
- a custom party data component;
- a person base data component;
- a privacy data component; and
- a related contact custom data component.

27. (Original) The data structure of claim 21, wherein the list of related account component includes a plurality of related account components, wherein each of the plurality of related account components includes one or more of:

- a common ID for a party component;

a communication data for a party component;
a data cleansing data component;
a list of address of a party component;
a list of relationships that a party can have with other entities component;
a list of alternate ID component;
a list of license data component;
a custom party data component;
a party base data component; and
a related contact custom data component.

28. (Original) The data structure of claim 21, wherein the list of related owner component includes a plurality of related owner components, wherein each of the plurality of related owner components includes one or more of:

a common ID for a party component;
a communication data for a party component;
a data cleansing data component;
a list of address of a party component;
a list of relationships that a party can have with other entities component;
a list of alternate ID component;
a list of license data component;
a custom party data component;
a person base data component;
a privacy data component; and
a related contact custom data component.

29. (Original) The data structure of claim 21, wherein the status data component includes one or more of:

a priority code component;
a severity code component;
a status code component; and
a sub-status code component.

30. (Original) The data structure of claim 21, wherein the related product component includes one or more of:

- a product ID component;
- a product base data component;
- a product sales data component;
- a configuration data component;
- a related product line component;
- a list of price type component;
- a list of related inventory location component;
- a list of related product component;
- a list of related business unit component; and
- a product custom data component.

31. (Original) The data structure of claim 21, wherein the related installed product component includes one or more of:

- a common ID of an installed product component;
- an installed product base data component;
- a related parent installed product component; a pricing data component; a related product component a list of related party component; a list of related order component; a related inventory location component; a related business unit component; a list of attribute component; a custom data component; and a list of related installed product component, wherein the list of related installed product component includes one or more of:
 - an external product ID component; an external product base data component; an external product sales data component; an external product configuration data component; an external product related product line component; an external product list of price type component; an external product list of related inventory location component; an external product list of related product component; an external product list of related business unit component; and an external product custom data component.

32. (Original) The data structure of claim 21, wherein the related business unit component includes a related business unit common ID.

33. (Original) The data structure of claim 21, wherein the list of related activity component includes a plurality of related activity components, wherein each of the plurality of related activity components includes one or more of:

- an access code component;
- a comment on action taken component;
- a duration component;
- an end date component;
- an activity number component;
- a reason code component;
- a start date component;
- a task description of action taken component;
- a type code component; and
- a related owner component.

34. (New) The method of claim 1, wherein the service request information comprises a report of a loss of a service from a customer.